



**Electronic Access Conference**  
*e***magine**  
2001

**Student Financial Assistance**

THE U.S. Department of  
**EDUCATION**

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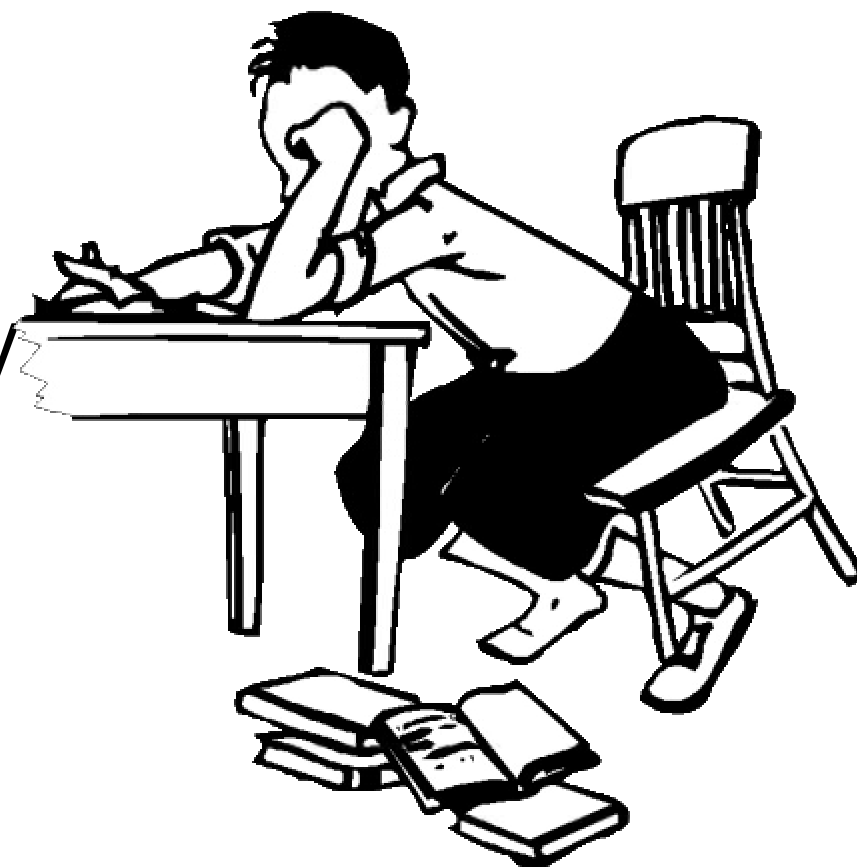
## Session 36

# ***Customer Service for Schools: Call Center & Websites***

## ***YOUR INFORMATION RESOURCES***

## *Where, Oh Where?*

- ❖ Need a reference or citation to support your decisions and actions?
- ❖ Need an answer to a particularly sticky Title IV program issue?
- ❖ Looking for an SFA Publication?
- ❖ Updating your calendar and need key SFA dates?



## *Overwhelmed with Questions?*

- ❖ Who? Who knows the answer to this one?
- ❖ What? What do the regs say about that?
- ❖ When? When is that annual report due?
- ❖ Where? Where did I put that reference?
- ❖ Why? Why can't I find it when I need it?





## *Who Can You Call? Where Can You Search?*

- **SFA's School Channel Customer Service Call Center (1-800-4ED-SFAP)**
- **SFA's School Portal Website (<http://sfa4schools.sfa.ed.gov>)**
- **IFAP Website (<http://ifap.ed.gov>)**



# ***Customer Service Call Center***

*Where the Answers Are Found!*

*Highly motivated, highly trained, totally committed  
to serving our partners in financial aid!*

- Welcoming Your Phone, FAX, and/or Email Inquiries
- Timely and Accurate Responses
- Updating/enhancing the Schools Portal and IFAP websites



---

**Call the Customer Service Call  
Center (CSCC) at  
1-800-433-7327  
FAX CSCC at  
202-275-5532  
E-mail CSCC at  
[sfa.customer.support@ed.gov](mailto:sfa.customer.support@ed.gov)**



# *Our Mission Statement Says it All*

***Mission Statement.*** To foster an improved flow of information and promote customer service ideals in the student financial assistance community



THE U.S. Department of  
**EDUCATION**



# *Who Can You Call? Where Can You Search?*

- SFA's School Channel **Customer Service Call Center (1-800-4ED-SFAP)**
- SFA's School Portal Website (<http://sfa4schools.sfa.ed.gov>)
- IFAP Website (<http://ifap.ed.gov>)



# ***What is a portal?***

- **A portal is an aggregation point for content, functions, and features**
- **Portals typically have the following functionality:**
  - ❖ **Aggregate content into categories**
  - ❖ **Provide content: news/information**
  - ❖ **Powerful search features**
  - ❖ **Communications applications -- email, chat, discussion forums**
  - ❖ **Personalization services**
  - ❖ **Integration with other applications and back-end legacy systems**
  - ❖ **Re-usability for future development needs**



# SFA Schools Portal Website

<http://sfa4schools.sfa.ed.gov>



## Schools Channel

U.S. Department of Education  
Student Financial Assistance

Wednesday, October 31

"We Help Put America Through School"

[Home](#)

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[Calendar Item](#)

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### SFA Links\*

#### Reference Library

- [Advisory Committee on SFA](#)
- [Campus Security](#)
- [ED Home Page](#)
- [IFAP Home Page](#)
- [National Assoc. of SFAA](#)
- [Regional Assoc. of SFAA](#)
- [SFA Guidance: Terrorist Attacks](#)
- [SFA Home Page](#)
- [SFA Publications By Title \(IFAP\)](#)
- [SFA Publications By Topic \(IFAP\)](#)
- [State Assoc. of SFAA](#)

#### Student Data

- [DL Consolidation-School Services](#)
- [Direct Loan Entrance Counseling](#)
- [Direct Loan Home Page](#)
- [Direct Loan: Loan Origination](#)
- [Direct Loan Servicing On-line](#)
- [FAA Access on the Web](#)
- [NSLDS for FAAs](#)
- [Pell/RFMS](#)
- [SFA PIN Registration](#)

#### Book Store

- [SFA Publications and How to Order](#)

### SFA Headlines

[More Headlines](#)

#### SFA Policy and Rule Changes

- [Recent Terrorist Attacks-Relief for Borrowers](#)
- [Recent Terrorist Attacks-Reporting Deadlines](#)

#### SFA News

- [Registration Deadline NOVEMBER 2, 2001 - COHEAO](#)  
[Teleseminar: Loan Consolidation](#)

### SFA Search Tool

SFA Links & IFAP Database



[Advanced Search](#) [About this Search](#)

### My SFA- Sign Up Now!

USERNAME:

[Privacy Statement](#)

PASSWORD:

[CUSTOMIZE YOUR LINKS!](#)

### SFA Calendar

[Events](#)

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< **November 2001** >

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#### Monday, November 5

- [2001 Electronic Access Conference - Reno, NV](#)
- [NJASFAA Fall Conference](#)
- [New Financial Aid Administrator](#)



## Five (5) Portal Areas

- SFA Links - all SFA web-enabled systems
- SFA Headlines - categorized as either “SFA Policy and Rule Changes” or “SFA News”
- SFA Search Tool - across the “links” and/or within IFAP publications*
- My SFA - customize the look of Your Portal Home Page
- SFA Calendar - Deadline dates, Training/Conference dates, Events and NPRM comment due dates.*

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- [SFA Home Page](#)
- [SFA Publications By Title \(IFAP\)](#)
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- [State Assoc. of SFAA](#)

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- [Direct Loan Entrance Counseling](#)
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- [SFA PIN Registration](#)

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- [SFA Publications and How to Order](#)

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### SFA Policy and Rule Changes

- [Recent Terrorist Attacks-Relief for Borrowers](#)
- [Recent Terrorist Attacks-Reporting Deadlines](#)

### SFA News

- [Registration Deadline NOVEMBER 2, 2001 - COHEAO](#)  
[Teleseminar: Loan Consolidation](#)

## SFA Search Tool

SFA Links & IFAP Database

go

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## My SFA- Sign Up Now!

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PASSWORD:

go

[CUSTOMIZE](#)  
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## SFA Calendar

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## SFA Search

- Search across the SFA links **and** within the IFAP publications
- Search only across the SFA Links (up to security pages)
- Search the IFAP publications

### SFA Search Tool

SFA Links & IFAP Database ▼

go

[Advanced Search](#) [About this Search](#)

### SFA Search Tool

SFA Links & IFAP Database ▼

SFA Links & IFAP Database

SFA Links

IFAP Database

[Advanced Search](#) [About this SFA](#)

# With the Advanced Search...Choose Number of Results, and Result Threshold

## SFA Advanced Site Search

1) Search the SFA related site by entering the search term(s)

e-sign

Show short summary ☒

Number of results: 50 ▼

Minimum result threshold: 10% ▼



Electronic Access Conference  
**emagine**  
2001

# And...Select Which Sites to Search and/or Use Another Search Tool

2) Check the boxes next to the SFA Site(s) against which you wish to conduct your search :

## Student Data

- ☐ [NSLDS-National Student Loan Data System](#)
- ☐ [Pell-RFMS](#)
- ☐ [LO-Direct Loan Origination System](#)
- ☐ [DLSS-Direct Loan Servicing System](#)
- ☐ [FAFSA](#)
- ☐ [Loan Consolidation](#)

## Book Store

- ☐ [Bulk Publication Ordering System](#)
- ☐ [SFA Download Site](#)
- ☐ [Technical Publications](#)

## Participation & Funding

- ☐ [GAPS-Grants Administration and Payment System](#)
- ☐ [PEPS-Postsecondary Education Participants System](#)
- ☐ [Application to Participate and for Recertification](#)

## Training/Conferences

- ☐ [SFA Conferences](#)

## Search Resources

- [hotbot](#)
- [go](#)
- [google](#)
- [yahoo](#)

# Detailed Search Results

## SFA Search

Search Results 1 to 10 of 12

[Weight](#) Title

- |   |  |                          |
|---|--|--------------------------|
| <input type="checkbox"/> 96%  | <b><u>ED'S E-SIGN GOES LIVE, ENABLING PAPERLESS STUDENT LOAN PROCESS</u></b> | <a href="#">Suggest?</a> |
| <p>FOR RELEASE: July 6, 2001 Contact: Jane Glickman (202) 401-1307 Stephanie Babyak (202) 401-2311 ED's E-Sign Goes Live, Enabling Paperless Student Loan Process The U.S. Department of Education has passed a major milestone in efforts to modernize its massive student loan systems.</p>   |  |                          |
| <input type="checkbox"/> 84%  | <b><u>IFAP - Electronic Announcements</u></b>                                | <a href="#">Suggest?</a> |
| <p>SFA Information for Financial Aid Professionals U.S. Department of Education Publication Date: July 11, 2001 Author: SFA Communications Office Summary: ED'S E-SIGN GOES LIVE, ENABLING PAPERLESS STUDENT LOAN PROCESS UNITED STATES DEPARTMENT OF EDUCATION NEWS FOR RELEASE July 6, 2001 Contact: Jane Glickman (202) 401-1307 Stephanie Babyak (202) 401-2311 ED'S E-SIGN GOES LIVE, ENABLING PAPERLESS STUDENT LOAN PROCESS The U.S.</p> |  |                          |
| <input type="checkbox"/> 84%  | <b><u>IFAP - Federal Registers</u></b>                                       | <a href="#">Suggest?</a> |
| <p>As a consequence of the publication of this notice, and under section 107 (b) of the E-Sign Act, the authority of a program participant to retain a required record in electronic form, in instances where that authority did not previously exist, will become effective on June 1, 2001, rather than on March 1, 2001.</p>   |  |                          |
| <input type="checkbox"/> 84%  | <b><u>IFAP - Electronic Announcements</u></b>                                | <a href="#">Suggest?</a> |
| <p>As a consequence of the publication of this notice, and under section 107 (b) of the E-Sign Act, the authority of a program participant to retain a required record in electronic form, in instances where</p>   |  |                          |


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- [SFA PIN Registration](#)

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## SFA Headlines

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### SFA Policy and Rule Changes

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- [Recent Terrorist Attacks-Reporting Deadlines](#)

### SFA News

- [Registration Deadline NOVEMBER 2, 2001 - COHEAO](#)  
[Teleseminar: Loan Consolidation](#)

## SFA Search Tool

SFA Links & IFAP Database

 [go](#)

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## My SFA- Sign Up Now!

USERNAME:

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[Statement](#)

PASSWORD:

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## SFA Calendar

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### Monday, November 5

- [2001 Electronic Access Conference - Reno, NV](#)
- [NJASFAA Fall Conference](#)
- [New Financial Aid Administrator](#)



# What's Happening in SFA?

## Check the SFA Calendar!

- Title IV deadlines and due dates
- Training and conference opportunities
- Comment due dates for NPRMs
- SFA publication availability

### SFA Calendar

#### Events

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#### Training

#### NPRMs

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#### Monday, November 5

- [2001 Electronic Access Conference - Reno, NV](#)
- [NJASFAA Fall Conference](#)
- [New Financial Aid Administrator](#)



# Monthly Calendar View

Thursday, November 1

*"We Help Put America Through School"*

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## All Categories

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### Thursday, November 1

- [AASFAA \(AR\) Fall Conference](#)
- [SFA Videoconference: Access for All: 2002-03 Application Processing System Update](#)
- [Fiscal Management Training - Region II](#)
- [EDExpress Packaging Training - Region VII](#)

SFA Calendar						
November 2001						
<						>
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### Friday, November 2

- [AASFAA \(AR\) Fall Conference](#)
- [Registration Deadline for Coalition of Higher Education Assistance Organizations Teleseminar](#)

### Sunday, November 4

- [NJASFAA Fall Conference](#)

### Monday, November 5

- [NJASFAA Fall Conference](#)



# Monthly Calendar View of "Training"

## Schools Channel

U.S. Department of Education  
Student Financial Assistance

Thursday, November 1

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### Training

#### Events

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#### Thursday, November 1

- [Fiscal Management Training - Region II](#)
- [EDExpress Packaging Training - Region VII](#)

#### Monday, November 5

- [New Financial Aid Administrator Training](#)

#### Tuesday, November 6

- [New Financial Aid Administrator Training](#)
- [Fiscal Management Training - Region III](#)

#### Wednesday, November 7

- [New Financial Aid Administrator Training](#)
- [Fiscal Management Training - Region III](#)
- [Fiscal Management Training - Region I](#)
- [Fiscal Management Training - Region V](#)
- [Fiscal Management Training - Region VI](#)
- [Fiscal Management Training - Region VIII](#)

SFA Calendar						
< November 2001 >						
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# Training Events Link to Registration



## Online Training Registration

The following events are currently available for online registration. Please select one of a training option from the list below and press the VIEW WORKSHOPS button...

Training Workshops	Conference
<ul style="list-style-type: none"><li><input type="radio"/> 2001 Precertification Training</li><li><input type="radio"/> 2001 -2002 New Financial Aid Administrators (Monday -Thursday 9-5, Friday 9-1pm)</li><li><input type="radio"/> 2001-2002 Fiscal Management Training (Two-day training)</li><li><input type="radio"/> 2001 Fall EDExpress Packaging</li></ul> <p><a href="#">Click to View Workshops...</a></p>	<p><a href="#">Click to View Conference...</a></p>



## Schools Channel

U.S. Department of Education  
Student Financial Assistance

# Monthly View of "NPRMs"

Thursday, May 17

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### NPRMs

[Events](#)

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Friday, March 16

#### Electronic Signatures in Global and National Commerce Act (E-Sign Act), public law 106-229

- [Send comments about this NPRM](#)

#### Regulation Parts Affected:

- None

#### SFA Calendar

< March 2001 >						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
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# NPRM Title Links to Text of NPRM

[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)



**SFA Information for Financial Aid Professionals**  
**U.S. Department of Education**



Posted on February 28, 2001

On February 27, 2001, Secretary of Education Rod Paige signed an Advance Notice of Proposed Rulemaking (ANPRM), which was forwarded to the Federal Register for publication. This advance notice announces that the Secretary will propose regulations to carry out the electronic record retention provisions of the Electronic Signatures in Global and National Commerce Act (E-Sign Act), public law 106-229.

The Regulations will set forth performance standards regarding the accuracy, integrity, and accessibility of electronic records and would apply to lenders, guaranty agencies, schools, and other parties administering any student financial assistance program authorized under Title IV of the Higher Education Act of 1965, as amended.

The notice invites comments, due by March 16, 2001.

The ANPRM, with Secretary Paige's signature, is attached in a pdf file, which can be opened with Adobe Acrobat Reader. The advance notice without signature appears as text below.

4000-O1-U

DEPARTMENT OF EDUCATION

34 CFR Part 50



# Monthly View of "Deadlines"



## Schools Channel

U.S. Department of Education  
Student Financial Assistance

Thursday, November 1

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### Deadlines

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#### Monday, October 1

- [2002-2003 FISAP data Due Date](#)
- [Deadline date for submission of Pell/RFMS Disbursement records for 2000-2001 award year](#)

#### Tuesday, October 9

- [Comments Due on Proposed Revision of Student Aid Report \(SAR\)](#)

SFA Calendar						
<	October 2001					>
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30	1	2	3	4	5	6
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Session 36-25



# “Deadlines” Link to More Information



SFA Information for Financial Aid Professionals  
U.S. Department of Education



Publication Date: September 14, 2001

Author: General Manager: SFA School Channel

Summary: FISAP Submissions Are Due By October 1, 2001

Posted on September 14, 2001



To: All Destination Points

From: U.S. Department of Education

RE: FISAP Submissions Are Due By October 1, 2001

***FISAP Submissions Are Due By October 1, 2001***



# Portal Help available on-line, by phone and/or by email!



**Schools Channel**

U.S. Department of Education  
Student Financial Assistance

Thursday, November 1

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## SFA Schools Portal Help

Welcome to the SFA Schools Portal Help section. This section will guide you in the use of the SFA Schools Portal. You may also contact the SFA Customer Service Call Center at **1-800-433-7327**, or e-mail us at [sfa.customer.support@ed.gov](mailto:sfa.customer.support@ed.gov).

Please choose a topic below to receive help:

- **The SFA Schools Portal**
  - [Parts of the SFA Schools Portal](#)
- **SFA Schools Portal Calendar**
  - [Using the Calendar](#)
- **SFA Schools Portal Integrated Search**
  - [Searching the SFA Schools Portal sites](#)
  - [Using the Advanced Search interface](#)
- **My SFA**
  - [Logging into My SFA](#)
  - [Changing your Password](#)
  - [Customizing your SFA Links](#)
  - [Adding your own bookmarks](#)



# Frequently Asked Questions On-Line



**Schools Channel**

U.S. Department of Education  
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## SFA Schools Portal Frequently Asked Questions

### Questions

- **General Questions**

- [What is SFA Schools Portal?](#)
- [What is My SFA?](#)
- [What can I customize in the SFA Schools Portal?](#)
- [Can I customize the appearance of the SFA Schools Portal?](#)
- [What browsers does the SFA Schools Portal support?](#)

- **Problems Logging In/User Issues**

- [What do I do if I forgot my username/password?](#)
- [Can I change my user information?](#)
- [I bookmarked my customized My SFA page. Why won't it load when I click on it?](#)

- **Other Issues**

- [Resizing problems with Netscape](#)
- [Optimal Browser Settings](#)
- [Problems using email links](#)
- [Problems using the browser back button](#)

### General Questions

What is SFA Schools Portal?



# Contacts Listing



**Schools Channel**

U.S. Department of Education  
Student Financial Assistance

Friday, November 10

*"We Help Put America Through School"*

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2. [Debt Collection Service \(DCS\)](#)
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5. [FAFSA Web Products/FAFSA Express](#)
6. [Federal Student Aid Information Center](#)
7. [Lender or Guaranty Agency Default Rates](#)
8. [National Student Loan Data System \(NSLDS\)](#)
9. [Pell Grant Customer Service](#)
10. [Campus Based Programs Customer Service](#)
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12. [Closed School Branch](#)
13. [Title IV WAN](#)
14. [Office of the Ombudsman SFA](#)
15. [Case Management Teams](#)
16. [Direct Loan Client Account Managers \(CAMS\)](#)

### Section B – Helpful Web Sites for Financial Aid Professionals

1. [Information for Financial Aid Professionals \(IFAP\)](#)
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3. [Bulk Publications Ordering System](#)
4. [NSLDS Online](#)
5. [RFMS/Pell Grant Online](#)
6. [Direct Loan Information](#)
7. [SFA Tech](#)
8. [Federal Student Aid Programs Online Applications](#)
9. [Quality Assurance Program](#)
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11. [SFA University](#)
12. [SFA Advisory Committee](#)

### Section C – Department of Education Search Pages



# Link to Service Descriptions from Table of Contents

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## 11. SFA Customer Service Call Center

**Phone:** 1-800-433-7327

**Fax:** 202-260-4199

**E-mail Address:** [sfa\\_customer\\_support@ed.gov](mailto:sfa_customer_support@ed.gov)

Contact the SFA Customer Support Call Center for assistance regarding SFA programs and application delivery issues, and the Information for Financial Aid Professionals (IFAP) web page. The SFA Customer Support Call Center serves as your advocate within ED's School Channel Student Financial Aid programs. Can't get the assistance you need? Contact us. We'll make sure that your concerns are addressed within SFA.

## 12. Closed School Branch

**Phone:** 1-800-256-7346

Contact the Closed School Branch at this number for information to assist students and student loan borrowers adversely affected by the closure of a school or by the false certification of their eligibility to borrow.

Problems that are addressed through an informative brochure available through this number include:

- Unpaid refunds
- Poor quality of education and/or student services
- School certification
- False certification
- Denial of further financial aid
- Unavailable school records

This information also includes other telephone numbers, at the state licensing agencies, which are also excellent sources of information on the proprietary, cosmetology and degree granting school that the agencies license to operate. The possible availability or relief through tuition recovery funds or bonds established by these agencies is also indicated.

By request through our receptionist at the above number, or by leaving a message, you can also obtain information, assistance



# Got a Question?



## Schools Channel

U.S. Department of Education  
Student Financial Assistance

Thursday, November 1

*"We Help Put America Through School"*

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[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

[Calendar Item](#)

Optimized for 4.X Browsers and Above - [Download Here](#)

### Got a Question?

Please send us any questions or feedback. To better process your request and to speed up the response, please provide your name and telephone number. This information will allow us to better serve your needs.

Thank you,

Customer Service Call Center  
1-800-433-7327

[Click here to send a Portal Question e-mail to the SFA Customer Service Call Center at sfa.customer.support@ed.gov](#)

THE U.S. Department of  
**EDUCATION**

Session 36-31



# We Want Your Feedback!

What Do You Think?

How can we improve?

Content/Functionality?

Usability?



**Schools Channel**

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## Send Portal Feedback

Please send us any questions or feedback. To better process your request and to speed up the response, please provide your name and telephone number. This information will allow us to better serve your needs.

Thank you,

Customer Service Call Center  
1-800-433-7327

[Click here to send a Portal Feedback e-mail to colleen.kennedy@ed.gov](#)

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**Schools Channel**

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# Submit a Calendar Item

Thursday, November 1

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## School Portal Calendar Suggestion Request Form

Please complete all of the following fields that relate to your suggestion for an item to be added to the SFA Calendar found on the Schools Portal website (<http://sfa4schools.sfa.ed.gov>)

**Please note that those fields that are preceded by an asterisk (\*) are required fields.**

**\*Title:**

(up to 60 characters):

**\*Category:** (select one): ☐ Deadline ☐ Training ☐ Event

**\*Starting Date of calendar item:**

(ccyy-mm-dd format)

**\*Ending Date of calendar item:**

(ccyy-mm-dd format)



## *More Features to Come*

- Fine Tuning of Search Returns
- Regional Webpage(s)
- Single SFA Log-on ID
- Your recommendations



# *Who Can You Call? Where Can You Search?*

- SFA's School Channel **Customer Service Call Center (1-800-4ED-SFAP)**
- SFA's School Portal Website (<http://sfa4schools.sfa.ed.gov>)
- IFAP Website (<http://ifap.ed.gov>)



## SFA Information for Financial Aid Professionals U.S. Department of Education



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IFAP is a site for financial aid professionals, banks, lenders, institutions and guarantee agencies. The IFAP online library contains technical publications, regulations and policy guidance on the administration of the Student Financial Assistance (SFA) program.

### SFA Library

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### Search Tool

### SFA Customer Support



### SFA News

Last Update - Thursday, October 4, 2001

Click on these links for more information!



In Commemoration

### [SFA Guidance Relating to Terrorist Attacks](#)

Common Origination and Disbursement is Coming!  
Note: CDR Adjustments/Appeals sent to Default Mgmt Returned  
Apps Processing Videoconference announced for Nov. 1  
EDExpress Packaging training open for registration

### Most Frequently Visited Publications

- [Action Letters](#)
- [Dear Partner \(Colleague\) Letters](#)
- [New Federal Registers](#)
- [Regulations Compilations](#)

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### Related Links

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There is a wealth of SFA information available to you here. Select the publication you are interested in from the list below.

[Accrediting Agencies:](#) "Current List of Nationally Recognized Accrediting Agencies and the Criteria for Recognition by the U.S. Secretary of Education".

[Action Letters:](#) All Action Letters from the the last 3 award years to the present are available here.

[Audit Guides:](#) The January 2000 "Audit Guide for Schools" and much more is available here.

[Blue Books:](#) Accounting, recordkeeping and reporting by postsecondary educational institutions for federally funded student financial aid programs.

[Campus-Based Program Materials:](#) The FISAP Form and Instructions, the Perkins Cohort Default Rate Booklet, the Notification of Campus-Based Final Funding for Federal Work-Study (FWS), Federal Supplemental Educational Opportunity Grant (FSEOG), and Federal Perkins Loan Programs (FPLP) Default Status Report are available here.

[Common Origination & Disbursement \(COD\):](#) All information that relates to the upcoming change to the Title IV Delivery System is available here.

[Conferences and Presentations:](#) SFA/ED presentations given at conferences like the "Electronic Access Conferences" and the annual NASFAA conference are available here, in PDF format.

[Counselor's Handbooks:](#) The "Counselor's Handbooks for Postsecondary Schools" from the 1998-1999

# “C” is for COD

[Campus-Based Program Materials:](#) The FISAP Form and Instructions, the Perkins Cohort Default Rate Booklet, the Notification of Campus-Based Final Funding for Federal Work-Study (FWS), Federal Supplemental Educational Opportunity Grant (FSEOG), and Federal Perkins Loan Programs (FPLP) Default Status Report are available here.

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[Counselor's Handbooks:](#) The "Counselor's Handbooks for Postsecondary Schools" from the 1998-1999 award year and the "2001-2002 High School Counselor's Handbook" are available here.

[Dear Partner/Colleague Letters:](#) All Dear Partner/Colleague Letters (DCLs) produced by SFA since the beginning of 1995. Or, go directly to the "type" of letter you are looking for by clicking on the appropriate link below:

- [Training Announcements \(ANN type\)](#)
- [Campus-based Programs \(CB type\)](#)
- [Disaster Letters Published by SFA](#)
- [Guarantor Letters \("G" type\)](#)
- [General Distribution Letters \(GEN type\)](#)
- [Lender Letters \("L" type\)](#)
- [Leveraging Educational Assistance Partnership \(LEAP\) Program \(LEAP type\)](#)
- [Pell Grant Program \("P" type\)](#)
- [State Student Incentive Grants \(not used since 1998\)](#)

[Default Rate Materials:](#) The Draft and Official FFEL/DL Cohort Default Rate Guides, the Federal Perkins Program Default Rates, and the Cohort Default Guide and Rates for Lenders/Guaranty Agencies are available here, by Cohort Year. You can also link to a searchable database of the current school default rates on this page.



# Publications by Topic

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## SFA Library - Publications by Topic

### Campus-Based Programs (General Provisions)

[Administrative Cost Allowance \(ACA\)](#)  
[Allocation Of Funds](#)  
[Fiscal Operations Report And Application To Participate \(FISAP\)](#)  
[Fiscal Procedures](#)  
[Resources](#)  
[Transfer Of Funds](#)

### Cash Management

[Authorizations \(Student/Parent\)](#)  
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[Requesting Funds](#)

### FAFSA Processing/SAR/ISIR

[Application Ordering System \(AOS\)](#)



# Selecting Direct Loan and COD....

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## SFA Library - Current SFA Publications - Current Publications by Topic

### Common Origination and Disbursement

- [10/05/2001](#) [2002-2003](#) The COD Technical Reference Version 3.0 is now available.
- [08/31/2001](#) [2002-2003](#) XML Schema for the Common Record
- [08/08/2001](#) [2002-2003](#) Version 2.0 of the Draft Common Origination and Disbursement Technical Reference
- [07/22/2001](#) [2002-2003](#) 2001 NASFAA Conference Common Origination and Disbursement Presentation Materials
- [07/20/2001](#) [2002-2003](#) An Overview of the Common Origination and Disbursement(COD) Process.
- [07/19/2001](#) [2002-2003](#) An Overview of XML and the Common Record
- [07/19/2001](#) [2002-2003](#) Frequently Asked Questions About Common Origination and Disbursement (COD)

### Dear Partner/Colleague Letters

- [09/24/2001](#) [09/24/2001](#) Recent Terrorist Attacks -- Persons Affected by Military Mobilization

### Electronic Announcements


- [10/05/2001](#) The COD Technical Reference Version 3.0 is now available.
- [09/12/2001](#) The COD Technical Reference Version 3.0 is currently scheduled for release on IFAP and SFA Download during the first week of October 2001

### Conferences and Presentations


- [07/22/2001](#) [07/25/2001](#) XML: Changing the Way SFA Does Business
- [08/09/2001](#) [08/10/2001](#) 2002-2003 Direct Loan Technical Spec Update
- [08/09/2001](#) [08/10/2001](#) COD - Overview of the Process
- [08/09/2001](#) [08/10/2001](#) COD Customer Service
- [08/09/2001](#) [08/10/2001](#) COD Technical Reference Version 3.0



# “Archived” Publications (older than 3 years)

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- [Campus-based Programs \(CB type\)](#)
- [Disaster Letters Published by SFA](#)
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# “Archived” Dear Partner Letters - older than three years

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## SFA Library - Current SFA Publications - Dear Partner(Colleague) Letters

**Dear Partner/Colleague Letters:** Archived Dear Colleague/Partner Letters (DCLs) are defined as those "older" than three calendar years. Our files date back to 1995. To view a "newer" Dear Colleague/Partner Letter, please see the Current Publications listing or click on this link: [Current Dear Colleague/Partner Letters](#).

Locate documents in this publication by the following methods:

- [1998 Publication Year](#)
- [1997 Publication Year](#)
- [1996 Publication Year](#)
- [1995 Publication Year](#)
- [By Action Letter](#)
- [By Dear Guaranty Agency / Disaster Letters](#)
- By Dear Colleague Letter Type:
  - [GEN - Documents](#)
  - [P - Documents](#)
  - [L - Documents](#)
  - [CB - Documents](#)
  - [SG - Documents](#)
  - [POL - Documents](#)
  - [S - Documents](#)
  - [Disaster Letter - Documents](#)
  - [SYS - Documents](#)
  - [SSIG - Documents](#)
  - [SPEC - Documents](#)
  - [G - Documents](#)
  - [ANN - Documents](#)



# Email Subscription Options

## Subscription Options

The Subscription system was developed to notify you when a new publication has been added to the wealth of information available on the IFAP web site. For your initial visit to this page, please review all subscription options prior to choosing your selection. Based on your subscription selection, summaries of all new additions will be sent to the email address you used during your initial registration process. Please verify that we have your correct email address.

**The IFAP system currently has your email address as [colleen.kennedy@ed.gov](mailto:colleen.kennedy@ed.gov). Please go to [Change My Email Address](#) now if this is not your current email address. After your email address has been updated, you may continue with the subscription process.**

ALL registered IFAP customers will automatically receive an electronic mail message that summarizes the new additions to IFAP for the week. IFAP web site updates average 8-10 documents per week. You must visit the IFAP web site (<http://ifap.ed.gov>) to read, print and/or download the actual document. To accept the default IFAP Subscription press the submit button at the bottom of this form. If you need more timely updates for specific items choose options 2, 3 and/or 4. Click on the options listed below for further details and selection criteria. You can select more than one option. Even if there is overlap in your selection, the system is designed not to send you duplicate notifications of the same document.

### 1) Weekly Summary of ALL IFAP Additions (Default Setting)

Choose this option to receive a weekly summary of ALL IFAP additions or deselect the default.

### 2) Frequently Generated IFAP Additions

Choose this option to receive notification of the six most frequently generated IFAP documents approximately 48 hours after new documents are available.

### 3) Additional Publications By Publication Type

Choose this option to receive your selection of IFAP additions by Publication Type approximately 48 hours after new documents are available.

### 4) Additional Publications By Program/Service

Choose this option to receive your selection of IFAP additions by Program/Service approximately 48 hours after new documents are available.



Dear Partner:

Student Financial Assistance (SFA) is pleased to provide you with this electronic notification of recent additions to the "Information for Financial Aid Professionals" (IFAP) website <http://www.ifap.ed.gov>. This email is being sent to you as a result of the "Subscription Options" you selected.

New additions as of: 10/31/2001

#### **ELECTRONIC ANNOUNCEMENTS**

Program/Service: Title IV WAN/Electronic Data Exchange(EDE)| Pell Information (EDE)

Date: October 30, 2001

Summary: Summary: <font face="Arial" size="2">Duplicate Transmission on October 23, 2001 of Requested Pell Data</font>

<http://ifap.ed.gov/eannouncements/1030pelldata.html>

If you do not wish to receive this "48 Hour" email notification or you would like to customize your notification, please go to the "Member Services" area of the IFAP website <http://www.ifap.ed.gov>, and select the "Subscription Options" link to customize your subscription.

Sincerely,  
The Customer Service Call Center  
School Channel  
Student Financial Assistance

THE U.S. Department of  
**EDUCATION**

Session 36-44

## Option 2: Frequently Generated Additions

### 2) FREQUENTLY GENERATED IFAP ADDITIONS

Some of the publications offered on IFAP are very time sensitive. You may not want to wait a week to be notified that these documents are available.

We have identified those publication types that are generated frequently. When you select one (or more) of these publications from the list below, we will send you an electronic mail notice within 48 hours of posting that type of document on IFAP. Please note that the email will not contain the document but will provide you with a summary of the content of the document. You must visit the IFAP website (<http://ifap.ed.gov>) to read, print and/or download the actual document.

- ☒ **Action Letters**
- ☒ **Dear Partner/Colleague Letters**
- ☒ **Direct Loan Bulletins**
- ☒ **Electronic Announcements**
- ☒ **Policy Bulletins**
- ☐ **Select ALL Frequently Generated Additions**

[Go to SUBMIT button.](#)



## Option 3: Choose by Publication Type

### 3) ADDITIONAL PUBLICATIONS BY PUBLICATION TYPE

Depending on your role in financial aid, you may have a need for more immediate notification of the addition of other publications on IFAP. You may also elect to receive the "within 48 hours" email notice for the following publications.

***PLEASE KEEP THESE SELECTIONS TO A MINIMUM TO AVOID OVERLOADING OUR RESPECTIVE EMAIL SYSTEMS. Remember that if you selected option 1) Weekly Summary of All New Postings, you will be notified of new postings of the following Publication types via the automatic weekly email summary.***

- ☐ Accrediting Agencies
- ☒ Audit Guides
- ☒ Blue Books
- ☒ DRAFT SFA Publications
- ☒ Counselor's Handbooks
- ☒ Default Rate Materials
- ☒ Direct Loan Fact Sheets
- ☒ Direct Loan Newsletters
- ☒ Direct Loan Pamphlets
- ☒ Direct Loan School Guides
- ☒ Direct Loan Technical References
- ☒ EDConnect For Windows User's Guide
- ☒ EDE Technical References
- ☒ EFC Formula
- ☒ FAFSAs And Renewal FAFSAs
- ☒ Federal Registers
- ☒ FFEL Special Allowance Rates
- ☒ FFEL Variable Interest Rates
- ☒ FWS Resource Guide



## Option 4: By Subject/Topic

### 4) ADDITIONAL PUBLICATIONS BY PROGRAM/SERVICE

All of the publications made available on the IFAP website are indexed according to the program or service to which they relate. If your involvement with financial aid is specific to a program or service, you may wish to receive email notifications of new postings related to a particular program or service.

To receive the "within 48 hours" email notification of new postings related to your field, select the program(s) or service(s) from the list below which most closely relate to your job.

***PLEASE KEEP THESE SELECTIONS TO A MINIMUM TO AVOID OVERLOADING OUR RESPECTIVE EMAIL SYSTEMS. Remember that if you selected option 1) Weekly Summary of All New Postings, you will be notified of new postings of the following Program/Service types via the automatic weekly email summary.***

- ☒ Campus-Based Programs (General Provisions)
- ☐ Cash Management
- ☒ FAFSA Processing/SAR/ISIR
- ☒ Federal Family Education Loan (FFEL) Program
- ☒ Federal Pell Grant Program
- ☒ Federal Perkins Loan Program
- ☒ Federal Supplemental Educational Opportunity Grant (FSEOG) Program
- ☒ Federal Work-Study (FWS) Program
- ☒ Higher Education Programs
- ☒ Institutional Eligibility And Participation
- ☒ National Student Loan Data System (NSLDS)
- ☒ Refunds And Repayments
- ☒ State Student Incentive Grant (SSIG) Program
- ☒ Student Eligibility
- ☒ Title IV WAN/Electronic Data Exchange(EDE)
- ☒ Training/Conferences/Meetings
- ☒ Verification



# *Customer Service Call Center (CSCC)*

We appreciate your feedback and comments. We can be reached:

Phone: 1-800-433-7327  
(1-800-4ED-SFAP)

Fax: 202-275-5532

Email: [sfa.customer.support@ed.gov](mailto:sfa.customer.support@ed.gov)



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“wish list” with us.**

**My colleagues from the Regional  
Offices want to hear your thoughts!**

**Help us design the new regional  
webpages.**



**Please don't forget to complete  
your evaluations!**

**Thank You!**

**Enjoy the rest of the  
conference!**